computertalk ice

ice Contact Center Overview

Modernize your call center with business application integrations, artificial intelligence (AI), and analytics across all communication channels.



ice Contact Center

As an all-in-one solution, ice Contact Center provides your organization with the tools needed to enhance your customers' experiences. Whether you are an agent, a manager, a supervisor, or an administrator, ice Contact Center gives each role what it needs: agents can efficiently work across channels, supervisors can see queues in real time and coach as calls happen, and administrators can control routing and settings with ease.

The modules below provide the core capabilities you need to keep your contact center running smoothly, including contact handling, live monitoring, historical reporting, and viewing and evaluating interaction records.

iceBar

Handle any multimedia interaction on our easy-to-use contact management toolbar.

iceBar is available via web or desktop as a slim toolbar that docks to the top of your screen, giving users more real estate for other applications and interfaces. iceBar allows contact center users to handle communications from all media channels, giving them increased visibility and simplifying data collection. Users can view queue statistics, pick up queued contacts, enable recordings, categorize interactions with line of business codes, and more. Team leads and supervisors can also silent monitor calls, coach agents, and barge in to calls.

iceMonitor

View real-time statistics for the entire contact center at a glance.

Our highly configurable iceMonitor dashboard enables you to monitor and address issues as they arise. Color-coded tiles indicate when thresholds are reached – for example, a queue has reached 80% capacity – and custom alerts keep you apprised of the contact center's status anytime, anywhere. Get real-time information about agent performance, queues, and interactions to better manage your teams.

iceReporting

Leverage our versatile reporting tool to gain insights from configurable historical reports.

iceReporting provides historical information on queues, users, teams, contacts, and more. Configure reports to meet your organization's unique needs and display your desired information. Reports can be viewed immediately or scheduled to run at regular intervals with automatic delivery to specific email addresses or Microsoft Teams channels. These reports equip you with the data you need to make informed business decisions and effectively strategize for the future.

iceDashboard

Leverage our customizable visual dashboard to display the contact center activities that matter most for your role.

iceDashboard displays real-time contact center statistics in an easy-to-read visual format, allowing users to identify areas of concern at a glance and act quickly to resolve them. We offer out-of-the-box dashboards for different roles, but users can easily create and edit custom dashboards to ensure easy access to the information that matters most to them.

iceJournal

Provide contact center users with access to their contact handling history.

Stay compliant with industry standards for recording retention and ensure contact center users are delivering the correct message by tracking their performance. iceJournal comes equipped with a variety of filter and search options to help users easily locate past interactions. For each one, users can see key information including duration, channel, contact info, recordings, transcripts, AI-generated contact insights, and user notes.

Evaluations

Pinpoint proficiencies and gaps in contact center performance.

Team leads, supervisors, and administrators can evaluate interactions to provide agents with feedback for improving their customer service delivery. Users can easily create forms, view and download recorded interactions, and fill out evaluation forms. This empowers users to assess and track agent performance to improve service quality and increase customer satisfaction.

iceAdministrator

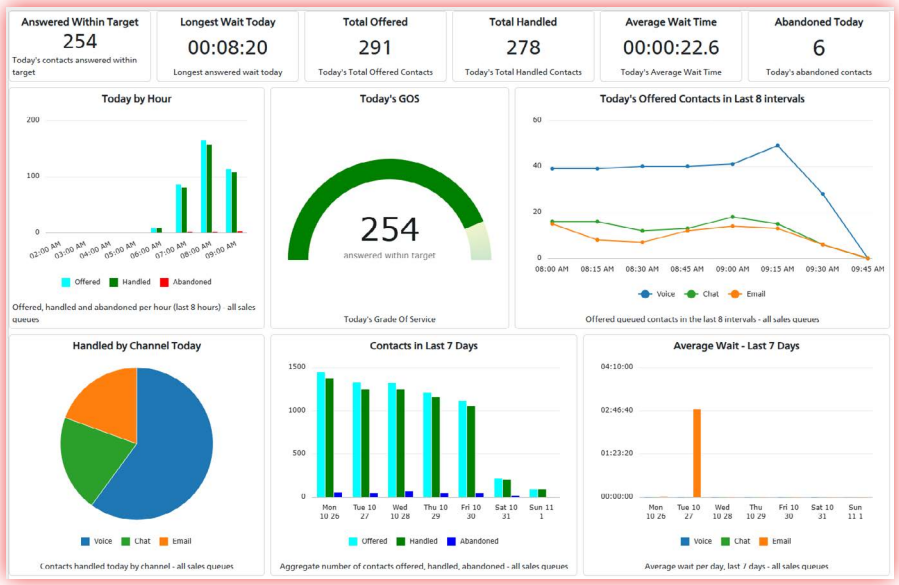
Provide administrators with complete control over teams, users, and queues.

Within iceAdministrator, add and remove users and queues, as well as manage all the contact center administrative settings. Change settings when needed to keep your contact center operations running smoothly.

iceWorkflow Designer

Create your own custom workflows to quickly and easily meet changing needs.

iceWorkflow Designer is a visual tool that makes it easy to design and change processes based on your changing organizational needs. Create custom applications that support industry-specific business requirements and integrate your collaboration and communication tools into one platform. Our drag-and-drop icons make it easy to design simple functions, like conditional routing and callback in queue, or more complex applications, like updating databases and pulling CRM information.



ice Add-On AI Modules

ice Contact Center with AI enables you to automate various areas of your contact center, enhancing efficiency and improving customer service through advanced technology. Our AI modules are built directly into the product – no third-party integrations required.

AI Agents

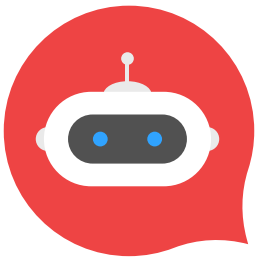
Offload inquiries to natural language chat and voice bots to free up agents' time for more complex work.

Our selection of pre-built and customizable AI Agents deliver intelligent service across voice and digital channels. Our Knowledge AI Agents provide instant answers to frequently asked questions; our AI Service Agents automate ticket creation and status checks; our AI Sales Agents answer prospect inquiries, automate lead creation, and ensure 24/7 follow-ups; and our customizable AI agents can be built to do whatever you need them to do. All of these AI Agents can help offload simple inquiries from human agents, giving them more time for more complex inquiries and improving overall customer service.

AI Insights

Automatically extract key information about each interaction to reduce agent wrap-up time.

Our AI Insights feature automatically extracts key details from conversations, saving agents' time from doing it manually and ensuring that consistent, unbiased records exist for every interaction. These insights may include reason for call, caller sentiment, required follow-up actions, or other custom insights to suit your organization's needs. If you want deeper insights and trend tracking, you can also leverage our integration with Tethr speech analytics platform.



AI Smart Routing

Let AI route interactions to the best-suited agent to minimize transfers and speed up resolution.

AI Smart Routing uses AI to intelligently route interactions to the best-suited agent based on skill, contact history, and other context. This maximizes efficiency and first contact resolution rates while minimizing transfers and ensuring excellent customer service.

Personally Identifiable Information (PII) Redactor

Automatically redact personal information from recordings and transcripts for improved security.

Our PII redactor uses AI to automatically remove personal information from contact center recordings and transcripts before storing them, minimizing the potential impact of security threats. The tool is configurable, allowing organizations to specify the types of information that should be redacted, such as names, credit card numbers, and addresses. Additionally, the redaction can be done in real time or after the interaction.

Natural Language Routing

Empower customers to easily reach the right person or department by simply speaking their needs.

Natural Language Routing uses AI to interpret intent from a caller's utterance and route them accordingly. It saves callers time by eliminating the need to navigate long IVR menus, thus improving customer satisfaction and increasing routing efficiency.

AI Text-To-Speech (TTS) Voices

Easily update IVR menus with AI voices.

AI TTS Voices allows organizations to quickly and easily update their IVR menus with a consistent, natural-sounding voice. Users simply select a voice and type the message text—no need to use inconsistent voices, wait to hire the same voice talent, or re-record every menu if the original voice talent is unavailable.

Agent Assist

Provide automated, intelligent support to help agents work more efficiently.

Agent Assist delivers real-time contextual information and suggestions, automates summaries, and offers insights to contact center agents. With ready-to-use and customizable templates, CRM integrations for seamless information exchange, and more, this automated assistance helps agents deliver faster, more effective, and more personalized support.

AI Transcription and Summarization

Automate transcription and summarization of interactions to reduce manual contact center work.

ice Contact Center uses AI to automatically create transcripts and summaries of contact center interactions. These features provide convenient, easy-to-skim records of each interaction for future reference while reducing manual processes to save agents' time. It allows agents to spend less time on wrap-up work and more time engaging with customers.

iceAI Studio

Configure and manage your organization's AI knowledge and intents in one place.

iceAI Studio allows users to quickly and easily build and manage AI Agents and the information they access. iceAI Studio can crawl your organization's website to automatically generate a knowledge base that AI Agents can pull information from, providing convenient knowledge management directly within iceManager. Additionally, built-in reports show how AI agents are performing, providing managers with the information they need to retrain and make adjustments as needed.

ice Add-On Contact Center Modules

In addition to our core modules and AI capabilities, we offer a number of add-on contact center modules designed to address your organization's unique needs and enhance your contact center operations. From sending customer service surveys to accepting card payments over the phone, our modules have the capabilities you need.

iceSurvey

Design, test, publish, and analyze surveys to gain actionable insights and understand customers' needs.

iceSurvey provides contact center users with the power to create surveys for voice, IM, and email using simple, browser-based tools. iceSurvey supports seven distinct styles of questions, including multiple choice, ratings, and open-ended questions, so you can tailor your questions to best fit your data-collecting objectives.

iceCampaign

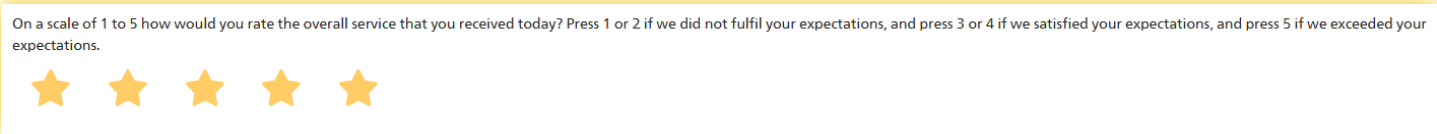
Proactively manage outbound contact center campaigns.

Organizations can no longer afford to wait for customers to call in and request information. They need to anticipate customers' needs and keep them updated and informed. Manage all outbound contact center campaigns, including lead generation, promotions, and customer service campaigns. Depending on your needs, iceCampaign offers three different campaign types: preview, progressive, and outbound IVR.

icePay

Automate payment processing while providing secure end-to-end customer service.

As a Payment Card Industry (PCI) compliant service, icePay allows organizations to accept credit card payments over the phone without needing to store any sensitive cardholder data in their environments. This keeps cardholder data secure while also reducing organizations' compliance costs by minimizing compliance scope and security requirements.



iceAlert

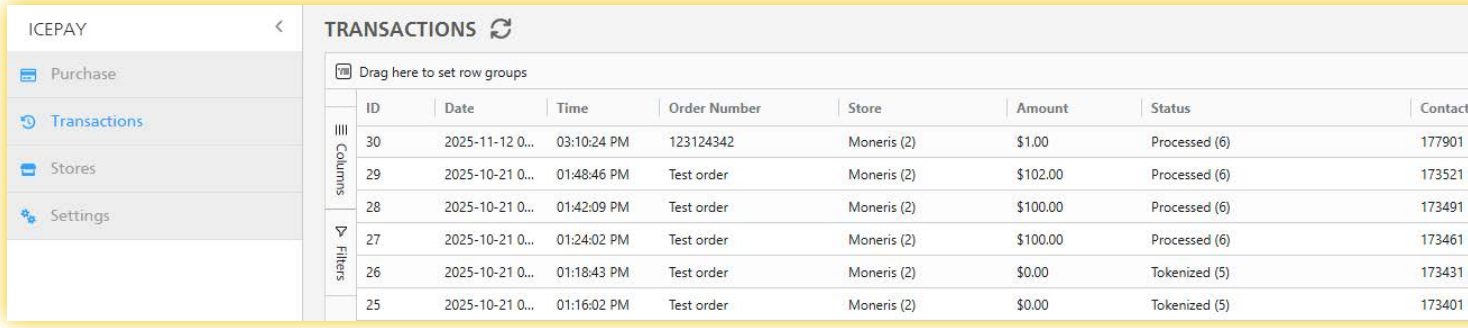
Proactively send automated messages to keep your customers informed.

iceAlert is an automated outbound notification tool used to send proactive communications by voice, email, and SMS. It can be used to notify customers when their bill statements are ready, send bill payment reminders, notify customers of service maintenance, and more. Automating these reminders reduces the amount of staff time required for manual work and enables them to spend their time on other important activities. One common healthcare use case, appointment reminders, can reduce no-shows by up to 85%, eliminating the need to overbook patients and decreasing wait times.

iceContact Hub

Manage contact details and history all in one place.

iceContact Hub lets you manage customer relationships and interactions in a single centralized location. You can link phone numbers and email addresses to contacts and link contacts to companies for a complete view of each relationship. Details can be added manually or synced from a CRM or other third-party application. Create and assign tasks, cases, and other activities; view interaction history across channels; and add notes about contacts. Contact information can be used to trigger screen pops that provide agents with relevant context during interactions.



ID	Date	Time	Order Number	Store	Amount	Status	Contact
30	2025-11-12 0...	03:10:24 PM	123124342	Moneris (2)	$1.00	Processed (6)	177901
29	2025-10-21 0...	01:48:46 PM	Test order	Moneris (2)	$102.00	Processed (6)	173521
28	2025-10-21 0...	01:42:09 PM	Test order	Moneris (2)	$100.00	Processed (6)	173491
27	2025-10-21 0...	01:24:02 PM	Test order	Moneris (2)	$100.00	Processed (6)	173461
26	2025-10-21 0...	01:18:43 PM	Test order	Moneris (2)	$0.00	Tokenized (5)	173431
25	2025-10-21 0...	01:16:02 PM	Test order	Moneris (2)	$0.00	Tokenized (5)	173401

ice Contact Center Modalities

Let customers contact your organization using their preferred communication channel. ice Contact Center users can efficiently handle different methods of communication from one platform, helping them save time switching between multiple applications while also increasing customer satisfaction and loyalty.

Voice

Easily connect with customers on the most traditional channel.

By reducing back-and-forth time to compose responses and wait for replies, voice is a reliable channel to quickly resolve customer problems.

Web Chat

Resolve customer issues instantly through your website.

Providing a web chat option directly on your website enables your customers to reach you quickly and easily. As a highly configurable tool, web chat allows for visual and functional configurations to match your branding guidelines.

Email

Manage all email exchanges with clients and prospects from a familiar interface.

ice Contact Center's email management tool helps contact center users stay on top of email interactions and provide outstanding customer service to their clients. Increase the speed of responses with predefined automatic replies. Emails can be routed to contact center users based on time of day, queue conditions, agent availability, or various other criteria.

Video

Have a face-to-face conversation when the situation requires it.

Our softphone has video calling and screen share capabilities, allowing customers and agents to have personal, face-to-face conversations and/or show each other what they're seeing without being in the same room. They're especially helpful in situations requiring visual inspections or guidance, such as a demonstration of a process.

SMS

Easily connect with customers via SMS while contact center users continue using the same tools they are familiar with.

SMS messages are routed to users and handled the same way as web chat, IMs, and social media interactions. Be proactive and allow users to send personalized outbound SMS messages to initiate interactions. Whether it be appointment reminders, notifications, or responding to an inquiry, SMS is a convenient channel to reach your customers.

Social Media

Meet your customers on the platforms they already use regularly.

ice Contact Center lets customers reach your organization through their desired social media platforms while agents handle the interactions on the same platform as all other channels. With ice Contact Center, social media messages appear in the same format as web chats and text messages, allowing your organization to efficiently handle social media inquiries without requiring additional tools or training.

Interactive Voice Response (IVR)

Guide your customers' journeys through your organization and optimize every touchpoint across every system.

Manage every step that the customer takes through the IVR, ensuring that they find what they need every time. Our IVR solution provides configurable menus, time out and invalid input prompts, speech auto attendant, and voice and DTMF digit collection values. Handle routine inquiries for faster customer service and free up agents' time to handle more complex inquiries.

ice Contact Center Integrations

We offer a variety of out-of-the-box integrations with third-party tools to improve organizational efficiency. Additionally, our team of experts can integrate ice with your homegrown solutions and more. These integrations allow for seamless information exchanges between ice and other applications for knowledge sharing, reporting and analytics, and scheduling.

CRM Integration

Personalize the way your organization communicates with customers, partners, and stakeholders.

ice Contact Center integrates with CRMs and common ticketing software, including Salesforce, Dynamics 365, and ServiceNow using pre-built connectors. Screen pop information from CRM when users receive interactions to reduce talk time and frustration, optimize user productivity, and improve service through personalization. Auto-insert Activity Records and CRM fields to compile customer information history, equipping users with information to accelerate resolution time and save time from manual entry.

Workforce Management Integration

Improve forecasting, automate scheduling, and maintain service levels with integrated workforce management.

ice Contact Center's workforce management integration uses historical contact center data to automatically forecast demand and create agent schedules accordingly. In addition to saving time on schedule creation, the integration minimizes the risk of underutilization by overstaffing or degrading service and excess agent stress by understaffing. We offer out-of-the-box integrations with Calabrio and CommunityWFM.

Tethr Speech Analytics Integration

Track trends and gain insights at scale with advanced AI-powered speech analytics.

Our integration with Tethr allows organizations to turn customer conversations into actionable insights. It analyzes interactions to help identify trends, friction points, and more, giving organizations the knowledge they need to make changes that improve service, reduce costs, and guide agent training.

Power BI Reporting Integration

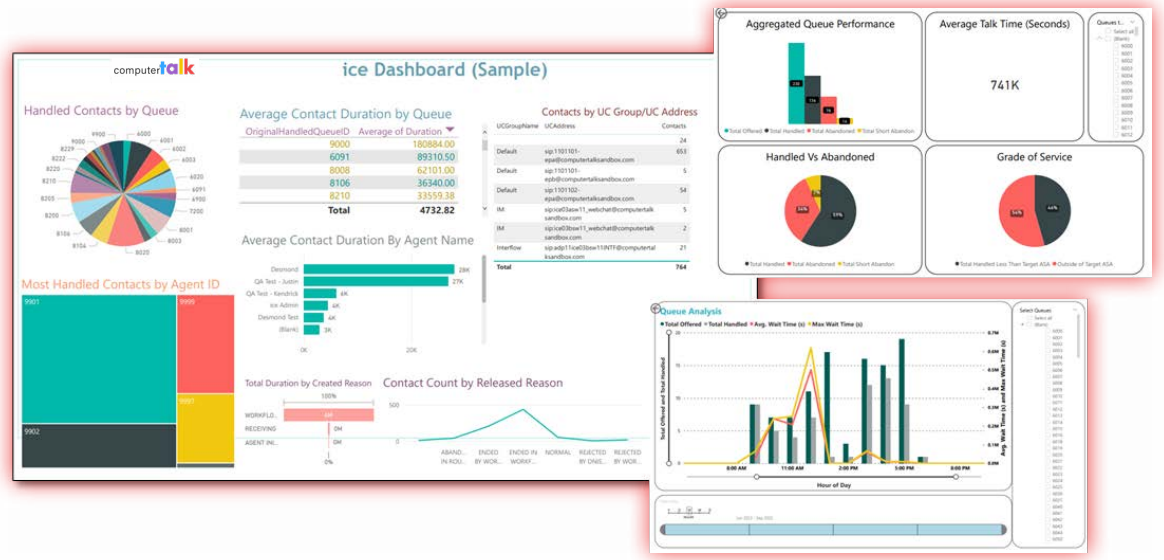
Unlock deeper insights with interactive, data-rich visual reports.

Our integration with Power BI lets you unify contact center data with data from various other sources into easy-to-understand visualizations. You can use our out-of-the-box templates or create your own reports from scratch, ensuring that your Power BI reports meet your organization's unique needs.

Custom Integrations

Leverage your homegrown or other third-party applications with a custom integration.

If you want to integrate your existing tools with your contact center and we don't have a pre-built connector for them, there's no need to worry. We offer custom integrations, meaning we can integrate homegrown and other unique applications with ice Contact Center.



Telephony Options

Choose from a range of connectivity options for both the carrier side and the user connectivity side of your contact center. You can even mix and match to ensure your ice Contact Center deployment meets your unique needs.

ComputerTalk Provided Voice Services

Simplify telephony management by letting ComputerTalk handle contact center connectivity.

Agents connect to the ComputerTalk cloud via any 10-digit phone number over the PSTN, and ComputerTalk provides voice connectivity for contact center queues, applications, bots, and users. Under this model, ComputerTalk manages all aspects of your contact center, allowing you to deal with a single vendor and simplifying your experience.

Microsoft Teams

Take full advantage of your existing Microsoft investments.

Agents connect to the ComputerTalk data center via Microsoft Teams. Calls placed using Microsoft Voice are routed to the ice Cloud using our native Call Director application and/or leveraging the latest Teams Phone Extensibility, offering support for all Microsoft Voice connectivity models—Calling Plans, Direct Routing, and Operator Connect. Under this model, you can leverage your existing Microsoft investments and have the freedom to manage your own phone numbers within the Microsoft interface.

Bring Your Own Telephony

Use the vendor of your choice for your telephony.

Agents connect to the ComputerTalk data center over the PSTN using our Direct Connect model, and you can provide your own carrier services, which connect to our data center via the same model. This model gives you the freedom to select the telephony vendor of your choice, meaning you can use an existing preferred vendor.

icePhone

Use our built-in softphone to handle calls over the internet without traditional hardware.

Agents can connect to the ComputerTalk data center via icePhone, a softphone built directly into the ice platform. This connectivity model eliminates the need for traditional hardware for agent connectivity and keeps call handling within a single interface. It can be used as either a primary or backup connectivity model.

Services

ComputerTalk provides high-quality services to ensure your contact center works exactly the way you need it to. From our end-to-end solution design and delivery to our dedicated in-house customer support, you can count on ComputerTalk to provide all the services you need to keep your contact center running smoothly.

Professional Services

ComputerTalk provides expert guidance from design to deployment and beyond.

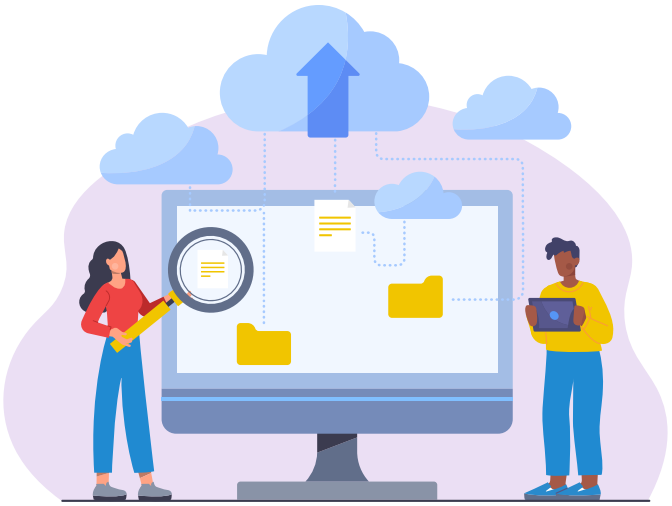
ComputerTalk's Professional Services team helps you design, configure, and deploy an ice Contact Center solution tailored to your business. From implementation and training to ongoing optimization and support, we work with you every step of the way to ensure your contact center delivers the results you need.

High Availability

Increase reliability and geographic redundancy.

ComputerTalk's enhanced high availability allows multiple ice services to be active concurrently, enabling users to seamlessly fail over to another server in a cluster if the primary server fails or needs to be upgraded. Our solution is available within a single site or across multiple sites. Spread your contact center out over multiple sites to allow for geographic diversity and greater reliability.

REQUEST A DEMO
computer-talk.com/request-demo



About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.

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